DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT

Missouri Job Center:

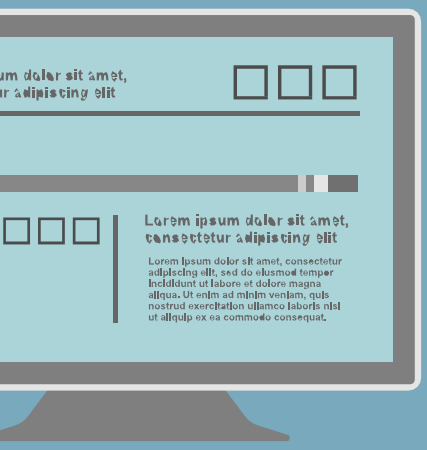
ADA Equipment & Software Updates

Signage & Alternative Notices

2025

DHEWD STATE OFFICE OF
EQUAL
OPPORTUNITY

Content Table



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OVERVIEW

People who have vision, hearing, or speech disabilities (communication disabilities) use different ways to communicate. For example, people who are blind may give and receive information audibly rather than in writing, and people who are deaf may give and receive information through writing or sign language rather than through speech. The Americans with Disabilities Act (ADA) requires that Title II entities (state and local governments) and Title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with all people is equally effective.

ADA Requirements: Effective Communication | ADA.gov

Purpose

The purpose of the effective communication rules is to **ensure that any person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.** Covered entities must provide **auxiliary aids and services** when needed to communicate effectively with people who have communication disabilities.

The key to communicating effectively is to consider the nature, length, complexity, and context of the communication, and the person's normal method(s) of communication. The rules apply to communicating with the person who is receiving the covered entity's goods or services, as well as with that person's parent, spouse, or companion in appropriate circumstances.

Publications, Broadcasts, and Other Communications Requirements

Recipients must indicate that the Workforce Innovation and Opportunity Act (WIOA) Title I-financially assisted program or activity in question is an **"equal opportunity employer/ program,"** and that **"auxiliary aids and services are available upon request to individuals with disabilities,"** in recruitment brochures and other materials that are ordinarily distributed or communicated in written and/or oral form, electronically and/or on paper, to staff, clients, or the public at large, to describe programs financially assisted under Title I of WIOA or the requirements for participation by recipients and participants.

Where such materials indicate that the recipient may be reached by voice telephone, the materials must also prominently provide the telephone number of the text telephone (TTY) or equally effective telecommunications system, such as a relay service, videophone, or captioned telephone used by the recipient, as required by *§ 38.15(b)*.
Please use: *MO 711 Relay Service*.

Auxiliary aids and services

The ADA uses the term **“auxiliary aids and services”** (aids and services) to refer to the **ways to communicate with people who have communication disabilities.**

Large Monitor

A larger sized computer monitor to enhance viewing capabilities, especially if font size needs to be increased.

Hydraulic Arm

Hydraulic arms are often referred to as the robot arms or robotic manipulator arms that extend the flexibility and capability of certain workstations by means of improving the efficiency of transporting and processing parts.

webcam

A webcam is a small digicam connected to a computer to transmit live video (as they happen). It collects light through a small lens at the front using a tiny grid of minuscule light detectors embedded into an image-sensing microchip.

trackball mouse

A trackball mouse is a pointing device consisting of a ball held by a socket containing sensors to detect a rotation of the ball about two axes—like an upside-down ball mouse with an exposed protruding ball. A trackball offers increased efficiency, wider accessibility, and even helps prevent injury.

Document camera

Document cameras project images of documents and magnify objects to make them easier to see on your PC.

Alternate keyboard

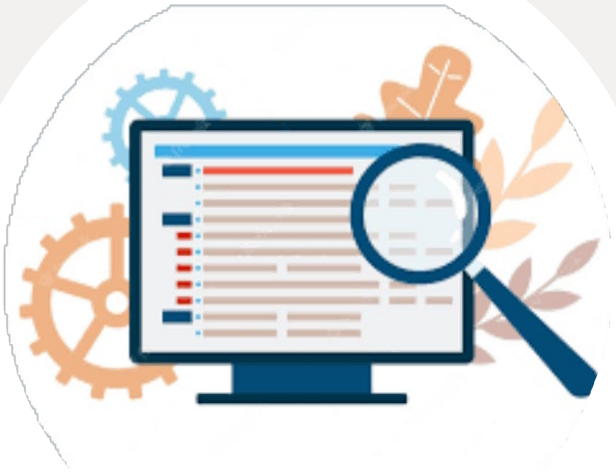
Alternative keyboards are highly customizable computer input tools with unique configurations for individuals who have difficulty using a standard keyboard. Ergonomically designed, alternative keyboards reduce hand and wrist movement and can be programmed to perform various complex functions.

Height adjustable table legs

Height adjusters are hydraulic height adjustable legs that can be attached to an existing workstation. By working the hand crank, a workstation can be raised, lowered, or have the angle adjusted.

Headset

A headset is a communication device that is comprised of an earpiece and microphone. Individuals with neck, back, shoulder, and upper extremity impairments can benefit from the use of headsets because they often eliminate the need to hold telephone receivers in awkward positions. Individuals who are easily distracted by extraneous work noise may also benefit from using them.



Magnifier software

Magnifier enables you to zoom in on parts of your display. By default, it opens in full screen and will follow your mouse pointer, keyboard entry, text cursor, and narrator cursor.

1. Press the **Windows logo key + Ctrl + M** to open the Magnifier settings view.
2. Press the **Tab key** until you hear: "Magnifier, toggle switch."
3. Press the **Tab key** once, then you'll hear: "Show all settings."
4. Press **Enter,** and then press the **Tab key** until you hear "Start Magnifier after sign-in" or "Start Magnifier before sign-in," followed by "unchecked" or "checked."
5. Press **Space bar** to turn the selected option on or off.

User Guide Link: *Magnifier Software User Guide*
Video: *Magnifier Software Video*

Narrator software

Narrator software lets you use your PC without a mouse to complete common tasks if you're blind or have low vision. It reads and interacts with things on the screen, like text and buttons. You can use Narrator to read and write emails, browse the internet, and work with documents.

Two ways to start and stop Narrator:

1. Press the **Windows logo key + Ctrl + Enter** together. to start Narrator. Press these keys again to stop Narrator.
2. On many keyboards, the **Windows logo key** is located. on the bottom row of keys, to the left or right of the **Alt key.**

Webcam software

The Webcam can provide advanced features such as image archiving and video conference.

1. To open up your webcam or camera, select the Start button, and then select Camera in the list of apps.
2. If you have multiple cameras, you can switch between them by selecting Change Camera at the top right once the Camera

iptty software

ipTTY (sometimes referred to as TTY over IP or TTY over VoIP) is engineered to allow TTY communications using existing telephony infrastructure. The program communicates through IP and uses standard session initiation protocol (SIP). ipTTY enables virtually every user on your telephony network to communicate with customer TTY machines or the Text Relay Service (TRS), without the need for expensive analog lines or FXS gateways. Additionally, ipTTY supports audio for hearing and voice carry-over and real-time-text via RFC 4103; the future in real-time text communication.

1. **Video Link:** *ipTTY Software*
2. **User Guide Link:** *ipTTY Software User Guide*

Faxcom client software

Faxcom is a secured fax management platform that provides document delivery.

1. First take Photo and Save to “Fax Attachment Icon“
2. Set Document under “Desk Camera”- Left to Right
3. Take Picture
4. Click on “Photo File” - Lower Right Corner
5. Click on “Rotate” - Top Center
6. Click on “Dots” - Upper Right Corner
7. Click on “Save As” and then “Save“
8. Close all “Camera” Screens
9. Double Click on the “Faxcom” Icon on Desktop to open the Application
10. Click on the “Send Fax” button - Send fax dialog box opens up
11. Fill out the Send Fax Information
12. Click on “Browse” - and will bring up window with the Picture taken above
13. Click on the “File” of pictures taken in above process
14. Click on “Open”
15. Verify all files are attached
16. Click on Send
17. Select the “Sent” on the Left Hand side
18. Double Click on last Sent E-Fax
19. “Sent Fax Details” will open up
20. Click on “Print” and “OK” - Receipt sent to Printer
21. Close all windows

Delete Your Documents

1. Double click on “Fax Attachments” Icon - upper right corner of monitor
2. Right click the “File Icons”
3. Delete
4. Now you have completed the Fax
5. Don’t forget your receipt on the printer

Webex

Webex by Cisco is the solution for video conferencing, online meetings, screen share, and webinars.

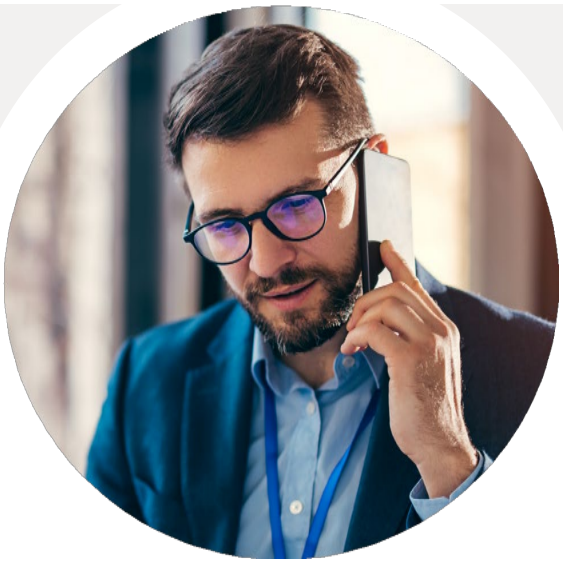
Link: *Webex User Guide*

Acrobat reader

Adobe Acrobat Reader software is a trusted global standard for viewing, printing, signing, sharing, and annotating PDFs. It's the only PDF viewer that can open and interact with all types of PDF content – including forms and multimedia. Acrobat Reader enables people with disabilities to use PDF documents, with or without screen readers, screen magnifiers, and braille printers.

Link: *Adobe Acrobat Reader User Guide*

RelayMO



standard phone user

711 or
866-735-2460 for English
800-520-7309 for Spanish

Our staff are standard phone users, and can easily call individuals who are Deaf, Hard of Hearing, Deafblind or those with a Speech Disability!

No special equipment is needed!

It's wise to ask the person how they would like to be reached over the phone.

If the answer is Relay Missouri, then dial 711 (or 866-735-2460 for English, 800-520-7309 for Spanish-to-Spanish or English-to-Spanish/Spanish-to-English Translation) to reach a communications assistant. Provide the area code and telephone number of the staff member to call. The communications assistant will dial the number and connect staff to them.

If needed, the communications assistant will explain the process before connecting the call.

This relay service is available in English-to-English, Spanish-to-Spanish and Spanish-English/English-Spanish Translation.

don't hang up!

When you answer your phone and hear, "Hello, this is Relay Missouri…", please don't hang up! You are about to talk, through a communications assistant, with a person who is Deaf, Hard of Hearing, Deafblind or has a Speech Disability.

Please, don't hang up. It could be the most important call of the day!

For additional information on Relay Missouri services, visit *Introducing Relay Service - Relay Missouri.*

EO is the Law notice/poster

EO is the Law Notice/Poster is a requirement of WIOA Section 188. This poster must be posted prominently in reasonable numbers and places, in publicly accessible and visible physical locations within the facility. This EO is the Law Notice/Poster must be available in multiple languages. Please consult with the Local EO Officer for language requirements for your region other than English.

English

Equal Opportunity is the LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith, State Equal Opportunity Officer
Missouri Department of Higher Education and Workforce Development - Office of Workforce Development
301 W. High Street
PO Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Phone: (573) 751-2428 | Fax: (573) 751-4088
Missouri Relay Services at 711

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Sub-State Agency/Local Equal Opportunity Officer:

Name: _____

Address: _____

Telephone: _____

To learn more about filing a claim, visit jobs.mo.gov/equalopportunity

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

jobs.mo.gov

DWD-102 (10-2019)

Spanish

La Igualdad De Oportunidad es la LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Inversión y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA

El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido departicipar, o tendrá acceso a cualquier programa o actividad que reciba apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El oficial de igualdad de oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito);

Danielle Smith, State Equal Opportunity Officer
Department of Education and Workforce Development - Office of Workforce Development
301 West High Street
P.O. Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Teléfono: (573) 751-2428 | Fax: (573) 751-4088
Relay Missouri: 711

o:

Director, Civil Rights Center (CRC), U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210
o electrónicamente como indica el sitio web del CRC www.dol.gov/crc

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionadam previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presento su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en presento la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

Agencia de Sub-Estado/Oficial de Oportunidades Igualitarias Local:

Nombre: _____

Dirección: _____

Teléfono: _____

Para más información sobre cómo presentar una reclamación, visita jobs.mo .gov/equalopportunity

Programa de Empleadores que Brindan Oportunidades Igualitarias

Se ofrece apoyo y servicios auxiliares a las personas con discapacidades que lo soliciten.

jobs.mo.gov

DWD-102 (11-2019)

German

Chancengleichheit ist GESETZ

Für den Empfänger von staatlicher finanzieller Unterstützung ist es nicht gesetzeskonform, aufgrund von Folgendem eine Person in den Vereinigten Staaten zu diskriminieren: der Rasse, der Hautfarbe, der Religion, dem Geschlecht (einschließlich Schwangerschaft, Geburt und zugehörigem Gesundheitszustand, Transgenderstatus und Transgenderidentität), nationaler Herkunft (einschließlich limitierter Englischkenntnisse), Alter, Behinderung, politischer Zugehörigkeit oder Meinung, oder gegen jegliche Begünstigte von, Bewerbern zu, oder Teilnehmern in finanziell unter Titel I des Workforce Innovation and Opportunity Act (WIOA) [Arbeitskraftinnovations- und Arbeitskraftchancengesetzes] unterstützten Programmen, auf Grundlage der individuellen Nationalität, oder wegen Teilnahme in jeglichen finanziell unterstützten WIOA Titel I Programmen und Aktivitäten.

Der Empfänger darf in keinem der folgenden Bereiche diskriminieren: beim Entscheiden, wer zu finanziell unterstützten WIOA Titel I Programmen und Aktivitäten zugelassen wird oder Zugriff haben darf, beim Anbieten von Möglichkeiten oder der Behandlung jeglicher Personen bezüglich eines solchen Programmes oder einer solchen Aktivität, oder bei Einstellungsentscheidungen in, oder verbunden mit, einem solchen Programm oder einer solchen Aktivität.

Empfänger von staatlicher finanzieller Unterstützung müssen angemessene Vorkehrungen treffen, um sicherzustellen, dass Kommunikation mit Personen mit Behinderungen so effektiv ist wie mit anderen. Das heißt, dass auf Anfrage und ohne zusätzliche Kosten für die Person, der Empfänger angemessene Hilfsmaßnahmen und Serviceleistungen für qualifizierte Personen mit Behinderungen bereitstellen muss.

WAS TUN, WENN SIE DER MEINUNG SIND, SIE WURDEN DISKRIMINIERT

Wenn Sie glauben, dass Sie im Rahmen eines WIOA Titel I finanziell unterstützten Programmes oder einer solchen Aktivität diskriminiert wurden, können Sie innerhalb von 180 Tagen ab der angeblichen Verletzung Beschwerde ein- legen, entweder durch den Beauftragten für Chancengleichheit des Empfängers (oder eine für diese Position de- signierte Person)

Danielle Smith, State Equal Opportunity Officer
Missouri Department of Higher Education and Workforce Development - Office of Workforce Development
301 W. High Street
PO Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Telefon: (573) 751-2428 | Fax: (573) 751-4088
Relaisbetrieb Missouri oder beim: 711

The Director, Civil Rights Center (CRC), U.S. Department of Labor,
200 Constitution Avenue NW, Room N-4123, Washington, DC 20210
oder elektronisch, wie auf der CRC Website angegeben www.dol.gov/crc

Falls Sie eine Beschwerde an den Empfänger schicken, müssen Sie entweder warten, bis der Empfänger einen endgültigen Bescheid ausstellt, oder bis 90 Tage abgelaufen sind (was auch immer zuerst eintritt), bevor Sie eine Beschwerde an das Civil Rights Center (CRC - siehe obige Adresse) schicken können. Falls der Empfänger innerhalb von 90 Tagen keinen endgültigen Bescheid ausstellt, können Sie vor dem Erhalt dieses Bescheides eine Beschwerde beim CRC einreichen. Die CRC Beschwerde muss jedoch innerhalb von 30 Tagen nach der 90 Tage Frist eingereicht werden (anders ausgedrückt: innerhalb von 120 Tagen nachdem Sie die Beschwerde beim Empfänger eingereicht haben). Falls der Empfänger Ihnen einen endgültigen Bescheid gibt, Sie aber mit der Entscheidung oder Resolution nicht zufrieden sind, können Sie eine Beschwerde beim CRC einreichen. Diese CRC Beschwerde muss innerhalb von 30 Tagen nach dem Erhalt des endgültigen Bescheides eingereicht werden.

Regionale Agentur/Lokaler Beauftragter für Chancengleichheit:

Name: _____

Adresse: _____

Telefon: _____

Um mehr über das Einreichen von Beschwerden herauszufinden, besuchen Sie jobs.mo.gov/equalopportunity

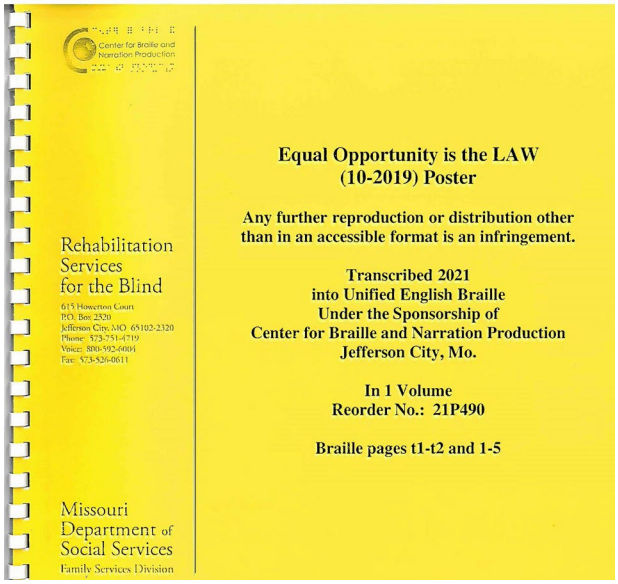
Gleiche Chancen Arbeitgeber/Programm

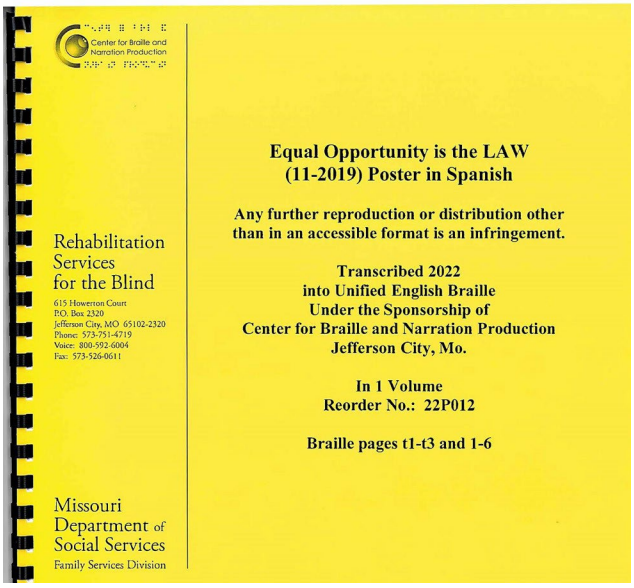
Hilfsmaßnahmen und Serviceleistungen sind auf Anfrage für Personen mit Behinderungen verfügbar

jobs.mo.gov

DWD-102 (11-2019)

Braille & Audio EO is the Law notice/poster





The EO is the Law Notice/Poster must be communicated for individuals with disabilities, ensuring that communications are as effective as communications with others, and that this notice is provided in appropriate languages to ensure meaningful access for LEP individuals.

Audio EO is the Law Poster
English Audio Link: *EO is the Law Notice/Poster English*
Spanish Audio Link: *EO is the Law Notice/Poster Spanish*

language link - language phone line

Point to your language sign and phone number for language line services.

Step 1: Dial 1-888-338-7394.

Step 2: Enter Account Number 20702, followed by the # sign.

Step 3: Select whether a third party call is needed. If a third party call is selected, you will be prompted to enter and confirm the domestic phone number that will be sued to reach the third party.

Step 4: Select Language by entering the corresponding number. If the language you need is not listed in the options, ENTER "9" for all other languages. If you need to speak with a customer service representative prior to being connected with the interpreter, ENTER "9."

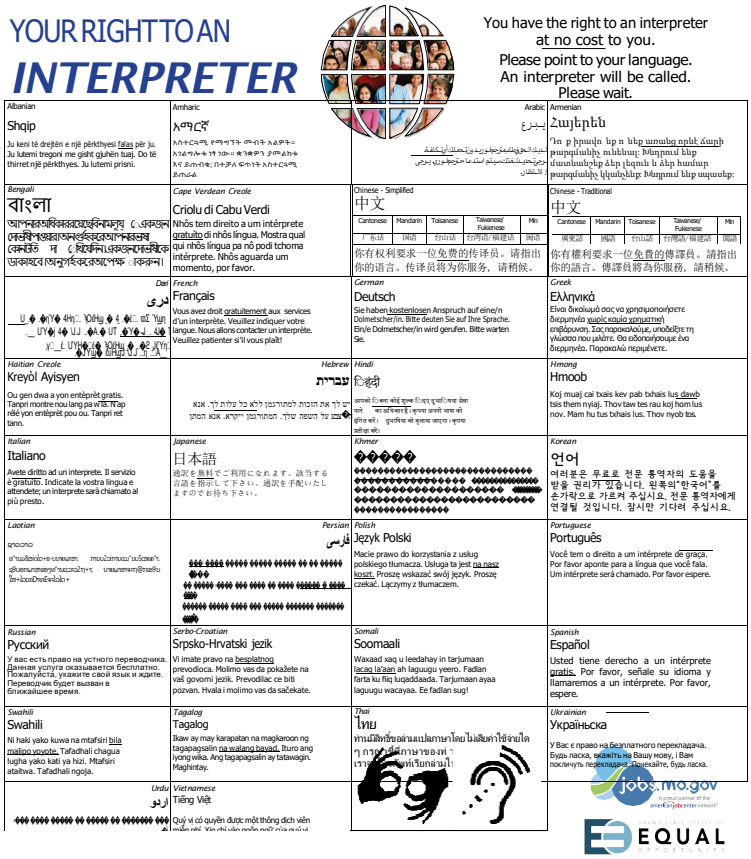
Step 5: Follow additional prompts (if applicable), and use correct Location Code (see supervisor, management or Local EO Officer for location code).

Your Role Working with the Interpreter

- Always Speak in the First Person
- Immediately Introduce Yourself
- Explain Your Reason for Calling
- Treat Call as a Consecutive Interpretation
- Prepare to Clarify Statements in More Detail
- Control the Conversation
- Avoid Asking for Interpreter Opinions

The Interpreter's Role

- Provide Introduction & Closing Statements
- Proficiency
- Confidentiality
- Accuracy
- Completeness
- Self-Determination
- Ethics
- Professionalism



For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

your right to an interpreter sign

A sign informing the public that interpreting and translating services are provided at no cost to customers. This includes a sign language interpreter, oral transliterator, and cued-language transliterator. When an interpreter is provided to a person with a disability, the qualified interpreter must be able to sign or otherwise communicate effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

how to find a sign language interpreter:

1. Search Office of Administration (OA) Contract List at: *https://archive. oa.mo.gov/purch/contracts/*
2. Enter Contract Number: **CS211867003, or**
3. Search by Keyword: **language interpreting, or both**
4. Download PDF or Word Document
5. Locate a sign language service company in region/county
6. Contact the company and schedule an appointment that fits the customer and the service company's schedule
7. Once the service company submits invoice for service, submit it to your supervisor or management

International Accessibility Sign

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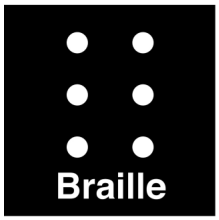

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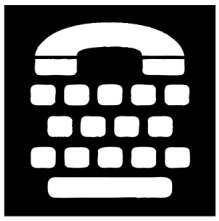
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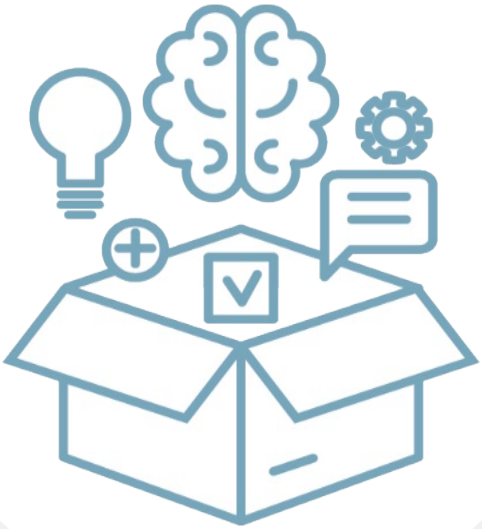
A recipient must ensure that interested individuals, including individuals with visual or hearing impairments, can obtain information as to the existence and location of accessible services, activities, and facilities. The accessibility and international symbol sign is required for primary entrance of an accessible facility.



Other helpful resources

- *Promising Practices In Achieving Universal Access And Equal Opportunity: A Section 188 Disability Reference Guide*
- *Great Plains ADA Center*
- *Job Accommodation Network (JAN)*
- *Employer Assistance Resource Network on Disability Inclusion (EARN)*
- *U.S. Department of Labor, Office of Disability Employment Policy (ODEP)*
- *ipTTY Software User Guide - Video Link*
- *ipTTY Software User Guide Link*
- *Introducing Relay Service - Relay Missouri*

Contact Us

Missouri Department of Higher Education and Workforce Development

State Office of Equal Opportunity

2025

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Email: danielle.smith@dhewd.mo.gov
Phone: 573-751-2428, Missouri Relay at 711

Jeanne Hull, Equal Opportunity Coordinator
Email: jeanne.hull@dhewd.mo.gov
Phone: 573-522-3247, Missouri Relay at 711

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owdcomplaintsandgrievances@dhewd.mo.gov

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